

Library of Michigan Service for the Blind and Physically Handicapped Comparative Annual Report

Regional/Subregional Libraries for the Blind and Physically Handicapped 1 October 2003 to 30 September 2004

The following data were obtained from annual reports submitted to the Library of Michigan from regional and subregional libraries for the blind and physically handicapped in Michigan.

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A. Network, NLS Meetings and Ad Hoc Meetings

FY 2004 saw two Network meetings, and one NLS meeting.

The Michigan Network Meeting for Fall was held October 28, 2003; the Network Meeting for Spring was held April 20, 2004. Both were held at the Library of Michigan.

The NLS National Conference was held May 2-6, 2004 in Rapid City, South Dakota.

The Standards Committee met on February 26, April 1, June 9, July 29 and September 16, 2004.

	Network Meeting (October 28, 2003)	Network Meeting (April 20, 2004)	NLS National Conference (May 2-6, 2004)	Standards Committee
Library of Michigan	Yes	Yes	Yes	Yes
Washtenaw County	Yes	Yes	Yes	No
Upper Peninsula	No	Yes *	No	No
Oakland County	No	Yes	No	No
Mideastern	Yes	Yes	Yes	Yes
Kent County	Yes	Yes	Yes	Yes
Grand Traverse	Yes	Yes	Yes	Yes
St. Clair STAR	Yes	Yes	No	Yes
Northland	Yes	Yes	No	No
Muskegon County	Yes	Yes	No	No
Macomb County	Yes	Yes	Yes	No
Wayne County	Yes	Yes	No	Yes
Downtown Detroit	Yes	Yes	Yes	No

Notes: * Staff from the Upper Peninsula Attended via Videoconference

B. Paid Staff

The Association of Specialized and Cooperative Library Agencies' (ASCLA) *Revised Standards and Guidelines of Service* (1995) provides information on appropriate and optimal levels of staffing for Libraries for the Blind (pp. 27-28).

	Professional Librarians			Reader Advisors			Technical/Support Staff			Other Professional Staff			
	# of Staff	# of Hours		# of Staff	# of Hours		# of Staff	# of Hours		# of Staff	# of Hours		Total # of Staff
Library of Michigan	1	40		3	120		4	160		1	40		9
Washtenaw County	1.5	55		0.5	19		1	38		0	0		3
Upper Peninsula	1	4		1	40		3	47		0	0		2.3
Oakland County	0.5	20		3	120		3	110		0	0		6.5
Mideastern	1	40		0	0		1	18		0	0		1.4
Kent County	1	20		1	20		0	0		5	0.25		1.25
Grand Traverse	1	40		0	0		1	10		1	30		2
St. Clair STAR	1	18		3	50		3	11		2	27		2.5
Northland	1	5		0	0		3	59		0	0		1.6
Muskegon County	1	20		1	40		0	0		0	0		1.5
Macomb County	3	55.5		3	93		4	83.5		0	0		6.2
Wayne County	5	140		1	40		4	80		0	0		6.5
Downtown Detroit	2	80		0	0		3	80		0	0		4
TOTAL	20	537.5		16.5	542		30	696.5		9	97.25		44.25

C. Volunteers

FY 2004 had over 100 volunteers statewide involved in the operations of the Regional and Subregional Libraries for the Blind and Physically Handicapped. Tasks performed by volunteers include: narrating books, magazines and newsletters, cleaning and repairing talking-book equipment, cleaning and repairing talking books, answering telephones, shelving and pulling books.

FY 2004s 103 volunteers represents a 31% increase in the number of volunteers since FY 2001.

	Number of <i>In-house</i> Volunteers	Number of <i>Off-Site</i> Volunteers		Total Number of Volunteers	Number of Staff who oversee Volunteers
Library of Michigan	9	13		20	4
Washtenaw County	1	1		2	1
Upper Peninsula	6	0		6	1
Oakland County	16	0		16	0.5
Mideastern	1	1		2	2
Kent County	0	5		5	1
Grand Traverse	2	0		2	2
St. Clair STAR	2	0		2	1
Northland	6	1		7	2
Muskegon County	0	0		0	0
Macomb County	0	1		1	1
Wayne County	40	0		40	2
Downtown Detroit	0	0		0	0
TOTAL	81	22		103	13.5

D. Hours & Days Open

FY 2004 Libraries were open an average of 44.7 hours per week (Down 0.4% [1.8 Hours] from FY 2001).

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total Hours
Library of Michigan	-	9 to 5	9 to 5	9 to 5	9 to 5	9 to 5	-	40 Hours
Washtenaw County	-	8:30 to 5	8:30 to 5	8:30 to 5	8:30 to 5	8:30 to 5	-	42.5 Hours
Upper Peninsula	-	8:30 to 5:30	8:30 to 5:30	8:30 to 5:30	8:30 to 5:30	8:30 to 5:30	-	45 Hours
Oakland County	-	8:30 to 5	8:30 to 5	8:30 to 5	8:30 to 5	8:30 to 5	-	42.5 Hours
Midwestern	-	9 to 5	9 to 5	9 to 5	9 to 5	9 to 5	9 to 5	48 Hours
Kent County	1-5	9:30 to 9	9:30 to 9	9:30 to 9	9:30 to 9	9:30 to 5	9:30 to 5	65 Hours
Grand Traverse	-	9 to 5	9 to 5	9 to 5	9 to 5	9 to 5	-	40 Hours
St. Clair STAR	-	9 to 5:30	9 to 5:30	9 to 5:30	9 to 5:30	9 to 5:30	-	42.5 Hours
Northland	-	8 to 6	8 to 6	8 to 6	8 to 6	8 to 5	-	49 Hours
Muskegon County	-	8 to 5	8 to 5	8 to 5	8 to 5	8 to 5	-	45 Hours
Macomb County	-	9 to 5	9 to 5	9 to 5	9 to 5	9 to 5	-	40 Hours
Wayne County	-	8 to 4:30	8 to 4:30	8 to 4:30	8 to 4:30	8 to 4:30	-	42.5 Hours
Downtown Detroit	-	10 to 6	12 to 8	10 to 6	12 to 8	*	10 to 6	40 Hours

Downtown Detroit: Open on Saturdays, closed on Friday, for 9 months of the year and vice versa for only 3 months per year.

E. Building and Facilities

The Association of Specialized and Cooperative Library Agencies' (ASCLA) *Revised Standards and Guidelines of Service* (1995) provides information on appropriate and optimal levels of space for Libraries for the Blind (Guidelines 2.1, pp. 28-29).

	Reception Area				Work Area			ADA Compliant
	Yes	No	Sq. Ft		Stacks (Linear Feet)	Staff (Square Feet)		YES/NO
Library of Michigan	X	-	850		40,105	4,792		Yes
Washtenaw County	X	-	247		4,016	2,753		Yes
Upper Peninsula	X	-	100		1,120	300		Yes
Oakland County	X	-	650		6,804	2,100		Yes
Mideastern	X	-	196		*	180		Yes
Kent County	X	-	100		798	324		Yes
Grand Traverse	-	-	-		-	-		-
St. Clair STAR	X	-	32		353	295		Yes
Northland	X	-	304		2,453	2,432		Yes
Muskegon County	X	-	-		2,026.5	**		Yes
Macomb County	X	-	***		****	431		Yes
Wayne County	X	-	50		-	-		Yes
Downtown Detroit	X	-	144		*****	160		Yes

Notes:

Mideastern: * Linear feet not available - 96 square feet for stacks

Muskegon County: ** 1,194 square feet for Reception Area, Stacks and Staff Work Areas.

Macomb County: *** Reception Area "Negligible"; **** Linear feet not available - 624 square feet for stacks

Downtown Detroit: ***** Linear feet not available - 480 square feet for stacks

F. New Patron Contacts

The Association of Specialized and Cooperative Library Agencies' (ASCLA) *Revised Standards and Guidelines of Service* (1995) provides information on patron contact. (Core Services 1.1, 1.4-1.8, pp. 16). Two week follow up and home visits are voluntary service options.

	Process New Patrons Within 5 Days		Two Week Follow Up					Do You Provide Patrons...	
	YES/NO		Yes	No	by Phone	by Letter		Walk In Service	Home Visits
Library of Michigan	Yes		-	X	-	-		Yes	No
Washtenaw County	Yes		X	-	Yes	No		Yes	No
Upper Peninsula	Yes		X	-	Yes	No		Yes	No
Oakland County	Yes		X	-	Yes	Yes		Yes	No
Midwestern	Yes		X	-	No	Yes		Yes	No
Kent County	Yes		-	X	-	-		Yes	No
Grand Traverse	Yes		X	-	Yes	No		Yes	No
St. Clair STAR	Yes		X	-	Yes	Yes		Yes	No
Northland	Yes		X	-	Yes	No		Yes	No
Muskegon County	Yes		X	-	Yes	No		Yes	Yes
Macomb County	Yes		-	X	-	-		Yes	No
Wayne County	Yes		X	-	Yes	Yes		Yes	No
Downtown Detroit	Yes		X	-	Yes	No		Yes	No

G. Circulation Options

Both CUL and READS libraries offer their patrons the ability to receive materials in a variety of ways.

Turnaround: The patron is sent new reading materials when they return materials.

Weekly: The patron is sent materials every seven (7) days.

Bi-Weekly: The patron is sent materials every fourteen (14) days.

Monthly: The patron is sent materials every thirty (30) days.

Request Only: The patron is sent materials from a list of books that they have specifically requested. This feature can be used in conjunction with Turnaround, Weekly, Bi-Weekly and Monthly circulation.

On Demand: The patron is sent materials only when they contact the library to do so.

	Turnaround Basis	Weekly	Bi-Weekly	Monthly	Request Only	On-Demand
Library of Michigan	Yes	Yes	Yes	Yes	Yes	Yes
Washtenaw County	Yes	No	No	No	Yes	Yes
Upper Peninsula	Yes	Yes	Yes	Yes	Yes	Yes
Oakland County	Yes	Yes	Yes	Yes	Yes	Yes
Mideastern	Yes	Yes	Yes	Yes	Yes	Yes
Kent County	Yes	Yes	Yes	Yes	Yes	Yes
Grand Traverse	Yes	No	No	No	Yes	Yes
St. Clair STAR	Yes	Yes	Yes	Yes	Yes	Yes
Northland	Yes	Yes	Yes	Yes	Yes	Yes
Muskegon County	Yes	Yes	Yes	Yes	Yes	Yes
Macomb County	Yes	Yes	Yes	Yes	Yes	Yes
Wayne County	Yes	Yes	Yes	Yes	Yes	Yes
Downtown Detroit	Yes	Yes	Yes	Yes	Yes	Yes

H. Machine Maintenance

The Regional Libraries (Lansing – MI1A, Wayne – MI2A) act as the Machine Lending Agencies (MLA) for the state of Michigan. Both the MLA and SLAs (Sub-lending Agencies) are responsible for the repair of equipment assigned to their service area that is no longer under warranty. Additional information on Machine Maintenance can be found in the *Machine-Lending Agency Inventory Procedures Manual*, section 8.

	Coordinate Repair	Train Volunteers	Coordinate with MLA (Machine Lending Agency)
Library of Michigan	Yes	Yes	N/A
Washtenaw County	Yes	No	Yes
Upper Peninsula	Yes	No	Yes
Oakland County	Yes	No	Yes
Midwestern	No	No	Yes
Kent County	Yes	No	Yes
Grand Traverse	Yes	Yes	Yes
St. Clair STAR	No	Yes	Yes
Northland	Yes	No	Yes
Muskegon County	No	No	Yes
Macomb County	No	No	Yes
Wayne County	Yes	Yes	N/A
Downtown Detroit	No	No	Yes

I. Collection

The Association of Specialized and Cooperative Library Agencies' (ASCLA) *Revised Standards and Guidelines of Service (1995)* provides standards on collection development and reference information (Resource Development and Management, 2.15 a and b, 2.21 a and b, 2.22; p.19). A retroactive collection is a complete collection of every NLS produced title. The regional library in Lansing holds the retroactive collection. For subregional libraries a minimum collection, comprised of one copy each of the current and the immediate past year's production of recorded books, must be maintained. The size of the actual collection will depend on the number of users served. Large Print and Described video collections are not mandatory collections. The Association of Specialized and Cooperative Library Agencies' (ASCLA) *Revised Standards and Guidelines of Service (1995)* provides standards on Agency and Public Library information (Core Services, 1.10, 1.11; p.17).

	Total NLS	Partial NLS	Reference Collection	Large Print	Described Video	Local Cassette	Agency Information	Public Library Information	Other
Library of Michigan	Yes	No	Yes	No	Yes	Yes	Yes	Yes	Yes
Washtenaw County	No	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes
Upper Peninsula	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Oakland County	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Mideastern	No	Yes	Yes	No	Yes	No	Yes	Yes	No
Kent County	No	Yes	Yes	No	Yes	No	Yes	Yes	No
Grand Traverse	No	Yes	No	No	Yes	No	Yes	Yes	No
St. Clair STAR	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Northland	No	Yes	No	Yes	Yes	No	No	No	No
Muskegon County	No	Yes	No	Yes	Yes	No	Yes	Yes	No
Macomb County	No	Yes	Yes	Yes	Yes	No	Yes	Yes	No
Wayne County	Yes	No	No	Yes	Yes	Yes	Yes	Yes	No
Downtown Detroit	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No

OTHER:

Library of Michigan: Adaptive & Assistive technology tutorials.

Washtenaw County: "Large Print & Online Resource Guide"; "Services, Products & Technology for the Visually Impaired: What you need to know".

Oakland County: Some Print/Braille (Twin-Vision) books.

St. Clair STAR: JAWS/Internet Tutorials; Matched LP + RC Sets.

Macomb County: Bi-Fokal Kits; Kit Collection (RC + Print Book).

J. Materials Handling

Inspect Books: To check the book for visible defects, correct container and correct number of cassettes.

Warranty Return: Books are under warranty for one year. Damaged books should be returned to the producer for replacement.

Clean Books: Light cleaning of cassette and Braille materials returned from patrons (as needed).

Repair Books: Basic repairs of cassette and Braille materials returned from patrons (as needed).

Weeding/XESS: Annual opportunity to weed out unused or non-circulating cassette and Braille books.

	Inspect Books	Warranty Return	Clean Books	Repair Books	XESS/Weeding Spring 2004	XESS/Weeding Fall 2004
Library of Michigan	Yes	Yes	Yes	No	Yes	Yes
Washtenaw County	Yes	Yes	Yes	Yes	No	Yes
Upper Peninsula	Yes	Yes	Yes	Yes	Yes	Yes
Oakland County	Yes	Yes	Yes	Yes	Yes	Yes
Midwestern	Yes	Yes	Yes	No	No	Yes
Kent County	Yes	Yes	Yes	Yes	No	Yes
Grand Traverse	Yes	Yes	Yes	Yes	No	Yes
St. Clair STAR	Yes	Yes	Yes	Yes	No	Yes
Northland	Yes	No	Yes	Yes	Yes	Yes
Muskegon County	Yes	Yes	Yes	Yes	No	Yes
Macomb County	Yes	Yes	Yes	No	Yes	Yes
Wayne County	Yes	No	Yes	Yes	Yes	Yes
Downtown Detroit	Yes	No	Yes	No	Yes	No

K. Adaptive Technology

Adaptive Technology is hardware and or software created or modified to enable people to use an interface with or without its standard input or output devices. **Assistive Technology** is any item, equipment, or product that is used to increase, maintain or improve functional abilities of individuals with disabilities.

	CCTV	Magnifiers	Screen Reader software	Scanning software	Braille printer/output	Other
Library of Michigan	Yes	Yes	Yes	Yes	Yes	Yes
Washtenaw County	Yes	Yes	Yes	Yes	Yes	No
Upper Peninsula	Yes	Yes	Yes	Yes	Yes	Yes
Oakland County	Yes	Yes	Yes	No	No	No
Midwestern	Yes	Yes	Yes	No	Yes	Yes
Kent County	Yes	Yes	Yes	Yes	Yes	No
Grand Traverse	Yes	Yes	Yes	Yes	No	No
St. Clair STAR	Yes	Yes	Yes	Yes	Yes	Yes
Northland	No	Yes	Yes	Yes	No	No
Muskegon County	Yes	Yes	No	Yes	No	Yes
Macomb County	Yes	No	Yes	Yes	Yes	Yes
Wayne County	Yes	No	Yes	Yes	Yes	No
Downtown Detroit	Yes	Yes	Yes	Yes	Yes	Yes

Library of Michigan: Two (2) Color Aladdin CCTV's, ZoomText Xtra 8.0, JAWS 5.0, Kurzweil 1000 Scanning Software, Kurzweil Personal Reader, Juliet Pro 60 Brailier, PowerBraille 80 Braille Display, Braille Note QT32, Duxbury Braille Translation, TDD/TYY, Text to Speech, Text cloner Pro, Scan+Read Pro, Two (2) Victor readers.

Washtenaw County: Six (6) Telesensory (and Other) CCTV's, Various Magnifiers, ZoomText, JAWS, Kurzweil 1000 Scanning software, Primer Scanning Software, Index Brailier.

Upper Peninsula: One (1) Apollo CCTV, Various Magnifiers, IBM Home Page Reader, HP Director Scanning Software, Comet.

Oakland County: One (1) Optelec CCTV, One (1) Telesensory CCTV, Various Magnifiers, JAWS.

Midwestern: One (1) Optelec CCTV, Magni-Cam, JAWS, Kurzweil Reader, Versapoint Braille Printer.

Kent County: One (1) Optelec CCTV, Various Magnifiers, JAWS, Aladdin Ambassador Scanner, Braille Blazer.

Grand Traverse: Not Listed.

St. Clair STAR: One (1) Aladdin CCTV, Various Magnifiers, JAWS, Ambassador Pro, Everest Index Embosser, TDD/TYY, Duxbury Braille Translation.

Northland: MagniCam, JAWS, UMAX-ASTRA 4000U Scanner.

Muskegon County: Two CCTV's (1 B&W, 1 Color), Various Magnifiers, Kurzweil 1000 Scanning Software, Several Perkins Braille Typewriters.

Macomb County: One (1) Optelec CCTV, One (1) Aladdin CCTV, JAWS, Open Book, Duxbury Braille Translation, ZoomText (Level 1).

Wayne County: Various CCTV's, JAWS.

Downtown Detroit: One (1) Aladdin CCTV, Various Magnifiers, JAWS, TextBridge Pro, Basic Index, Duxbury Braille Translation, Talking Typer, Aladdin Ambassador Pro, Reading Edge, DRIS receiver.

L. Contact with Inactive Borrowers

Individuals and Institutions who do not borrow at least one book or magazine (excluding Braille Book Review [BBR1, BBR2] and Talking Book Topics [TBT2, TBT3]) during a twelve-month period are considered to be Inactive. Patrons who do not meet the criterion of an active patron are no longer eligible to retain NLS provided playback equipment. The *Network Library Manual* recommends contacting patron who have not been served in a six-month period.

Additional information on Machine Maintenance can be found in the *Network Library Manual*, Administrative Policies section 9.8 Active Reader Policy.

	Do you Contact Inactive Patrons?		After Six Months			After One Year	
	Yes/No		by Phone	by Letter		by Phone	by Letter
Library of Michigan	Yes		No	No		No	Yes
Washtenaw County	Yes		No	No		Yes	No
Upper Peninsula	Yes		Yes	No		No	No
Oakland County	Yes		No	No		No	Yes
Mideastern	Yes		No	No		Yes	No
Kent County	No		No	No		No	No
Grand Traverse	Yes		No	No		Yes	No
St. Clair STAR	Yes		No	Yes		Yes	Yes
Northland	Yes		No	No		Yes	Yes
Muskegon County	Yes		Yes	No		Yes	No
Macomb County	Yes		Yes	Yes		No	No
Wayne County	Yes		No	No		Yes	Yes
Downtown Detroit	Yes		Yes	Yes		Yes	Yes

M. Contact with Active Borrowers

The Association of Specialized and Cooperative Library Agencies' (ASCLA) *Revised Standards and Guidelines of Service (1995)* provides standards on convenient access to information, websites and newsletters (Core Services, 1.4, 1.8, 1.9; pp. 16-17). Additionally ASCLA provides standards on evaluating patron satisfaction (Planning and Evaluation, 8.8, 8.10 p. 23).

	WATS Line	Collect Calls	Answering Machine Voice-Mail	e-mail	OPAC	Newsletter	Web site	Survey	Other
Library of Michigan	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No
Washtenaw County	Yes	Yes	Yes	Yes	No	Yes	Yes	No	Yes
Upper Peninsula	Yes	No	Yes	Yes	No	Yes	Yes	No	No
Oakland County	Yes	No	Yes	Yes	No	No	Yes	No	Yes
Mideastern	No	Yes	Yes	Yes	No	Yes	Yes	No	No
Kent County	No	Yes	Yes	Yes	No	Yes	Yes	Yes	No
Grand Traverse	Yes	No	Yes	Yes	No	Yes	Yes	Yes	No
St. Clair STAR	Yes	No	Yes	Yes	No	Yes	Yes	Yes	Yes
Northland	Yes	No	No	Yes	No	Yes	Yes	No	No
Muskegon County	Yes	Yes	Yes	Yes	No	Yes	Yes	No	No
Macomb County	No	Yes	Yes	Yes	No	Yes	Yes	No	No
Wayne County	No	No	Yes	Yes	No	Yes	Yes	Yes	No
Downtown Detroit	No	Yes	Yes	Yes	No	Yes	Yes	No	Yes

NOTE: The Library of Michigan has voice-mail on direct lines only.

Other

Library of Michigan: Library of Michigan Foundation mailing.

Washtenaw County: Bi-monthly calendar of events; Invitations to programs.

Oakland County: Flyers, Postings on Newline, Radio Show on Detroit Radio Information Service (DRIS).

St. Clair STAR: Library Links (Host Library), Dedicated Newsletter Article, Tours, NLW Events, Radio interviews, Referrals, senior Fairs, Training, Disability Awareness sensitivity.

Downtown Detroit: Fliers and invitations to programs and events.

Newsletter

	Newsletter Name	Large Print	Cassette	Braille	Electronic Format	Frequency
Library of Michigan	Focus 23	Yes	No	No	Yes	Trimonthly
Washtenaw County	LBPD News	Yes	Yes	No	Yes	Quarterly
Upper Peninsula	???	Yes	No	No	No	Annually
Oakland County	-	No	No	No	No	-
Mideastern	Talking Book Center Newsletter	Yes	Yes	No	No	Quarterly
Kent County	Kent Quarterly	Yes	No	Yes	Yes	Quarterly
Grand Traverse	???	Yes	Yes	No	No	Quarterly
St. Clair STAR	S.T.A.R. Newsletter	Yes	Yes	Yes	Yes	Trimonthly
Northland	???	Yes	No	No	No	Annually
Muskegon County	Newsletter	Yes	No	No	No	Irregular
Macomb County	Newsletter	Yes	Yes	Yes	Yes	Monthly
Wayne County	Newsletter	Yes	Yes	Yes	No	Quarterly
Downtown Detroit	In Focus	Yes	No	Yes	No	Quarterly

N. Borrower Related Activities

The Association of Specialized and Cooperative Library Agencies' (ASCLA) *Revised Standards and Guidelines of Service* (1995) provides standards on patron constituency groups (Administration/Organization, 6.14, 6.15; p. 22).

	Consumer Involvement Committee (CIC)	Summer Reading Program	Book Discussion	PR / Outreach	Vendor Fair	Other
Library of Michigan	Yes	No	No	Yes	Yes	Yes
Washtenaw County	No	No	Yes	Yes	Yes	Yes
Upper Peninsula	No	No	No	Yes	Yes	No
Oakland County	No	No	No	Yes	Yes	No
Mideastern	No	Yes	Yes	Yes	Yes	No
Kent County	No	Yes	No	Yes	Yes	No
Grand Traverse	No	No	No	Yes	No	No
St. Clair STAR	No	Yes	No	Yes	Yes	Yes
Northland	No	No	No	Yes	No	No
Muskegon County	No	No	No	Yes	No	Yes
Macomb County	No	Yes	No	Yes	No	No
Wayne County	No	No	Yes	Yes	Yes	No
Downtown Detroit	No	No	Yes	Yes	Yes	Yes

Library of Michigan: Genealogy Workshop for the Blind & Visually Impaired (October 2003).

Washtenaw County: Readings & Ruminations (bimonthly), I Have a Story: Techniques in Oral Memoir Writing (6-part workshop), Braille Class (biweekly)

St. Clair STAR: Children's Specialist Meetings, Senior Fairs, Library Links newsletter of host library (dedicated feature spot).

Muskegon County: Senior Health Fair (August 2004); Disabilities Fair (September 2004).

Downtown Detroit: Computer Camp, Computer training, computer club, Radio Playwrights, talent show, book club holiday parties, judo self-defense workshop, Project Kidsight vision screening, assistive technology demonstrations and tours of department, Upshaw Institute Back to School Carnival.

O. Automation

FY 2004 saw six (6) libraries using READS software and seven (7) libraries using CUL software.

The Association of Specialized and Cooperative Library Agencies' (ASCLA) *Revised Standards and Guidelines of Service (1995)* provides standards for an Online Public Access Catalog (OPAC) (Core Services 1.4 g; p. 16).

Web-BLND underwent major changes in the summer of FY 2003. Four types of searches are now available: Quick Search, Single-term Search, Multiple-term Search, and the Voyager Interface.

	CUL	READS		OPAC	OPAC Web Address	Do You Use Web-BLND?
Library of Michigan	Yes	No		Yes	http://www.michigan.gov/ordertalkingbooks OR http://sbphopac.libraryofmichigan.org/	Yes
Washtenaw County	No	Yes		No	-	Yes
Upper Peninsula	Yes	No		No	-	Yes
Oakland County	No	Yes		No	-	Yes
Mideastern	Yes	No		No	-	Yes
Kent County	Yes	No		No	-	Yes
Grand Traverse	Yes	No		No	-	No
St. Clair STAR	Yes	No		No	-	Yes
Northland	No	Yes		No	-	Yes
Muskegon County	Yes	No		No	-	Yes
Macomb County	No	Yes		No	-	Yes
Wayne County	No	Yes		No	-	Yes
Downtown Detroit	No	Yes		No	-	Yes

P. Web site

The Association of Specialized and Cooperative Library Agencies' (ASCLA) *Revised Standards and Guidelines of Service* (1995) provides standards for a web site (Core Services 1.8; p. 17).

	Web Address		Contact Info	Downloadable Application	Links to Outside Agencies
Library of Michigan	http://www.michigan.gov/sbph		Yes	Yes	No
Washtenaw County	http://LBPD.eWashtenaw.org		Yes	Yes	Yes
Upper Peninsula	http://www.uproc.lib.mi.us/uplbph/index.html		Yes	Yes	Yes
Oakland County	http://www.co.oakland.mi.us/lvpi		Yes	Yes	Yes
Midwestern	http://thegdl.org/talkingbooks.htm		Yes	No	Yes
Kent County	http://www.kdl.org/about_kdl/lbph/index.asp		Yes	Yes	Yes
Grand Traverse	http://tadl.tcnet.org/index/lbph.htm		Yes	No	Yes
St. Clair STAR	http://www.sccl.lib.mi.us/star.html		Yes	Yes	Yes
Northland	http://www.nlc.lib.mi.us/library/index.htm		Yes	Yes	Yes
Muskegon County	http://www.muskcolib.org/lbph.htm		Yes	Yes	No
Macomb County	http://www.libcoop.net/macspe		Yes	No	Yes
Wayne County	http://wayneregional.lib.mi.us		Yes	Yes	No
Downtown Detroit	http://www.detroitpubliclibrary.org/lbph/LBPH_index.htm		Yes	No	No

Q. Readership

Population information was taken directly from the 2000 U.S. Census (<http://www.census.gov/>).

The 1.4% Eligible comes from *A Survey to determine the Extent of the Eligible Population Not Currently bring Served or Not Aware of the Programs of the Library of Congress, National Library Service for the Blind and Physically Handicapped*, Prepared by the American Foundation for the Blind. This survey is also known as the Nonuser Survey (see *That All May Read*, Page 227).

	FY 04 Active Readers	Population	1.4% Eligible	Percent of Eligible Served	FY 03 Active Readers	Percent Increase/Decrease (FY 03 to FY 04)
Library of Michigan	3,986	2,242,108	31,390	12.7%	4,292	Down 7%
Washtenaw County	1,343	638,268	8,936	15.1%	1,326	Up 1%
Upper Peninsula	1,161	317,616	4,447	26.2%	1,210	Down 4%
Oakland County	2,449	1,194,156	16,718	14.7%	2,580	Down 5%
Midwestern	1,083	595,732	8,340	13.0%	1,074	Up 0.0%
Kent County	1,468	697,119	9,760	15.1%	1,451	Up 1%
Grand Traverse	965	441,787	6,185	15.7%	957	Up 0.0%
St. Clair STAR	613	303,127	4,244	14.5%	640	Down 4%
Northland	786	250,706	3,510	22.4%	718	Up 8%
Muskegon County	832	408,514	5,719	14.6%	875	Down 5%
Macomb County	1,491	788,149	11,034	13.6%	1,544	Down 3.5%
Wayne County	4,100	1,093,146	15,304	26.8%	4,253	Down 3.7%
Downtown Detroit	804	*	*	*	726	Up 9.7%
Totals	21,081	9,938,444	139,138	15.2%	21,646	Down 2.6%

* MI2B serves 14 ZIP Codes in Detroit. The exact population and percentages are unknown.

R. Readership and Circulation Reports

Readership and Circulation Reports are collected by the National Library Service for the Blind and Physically Handicapped (NLS/BPH). The annual readership and circulation report was due October 15, 2003. The semi-annual readership and circulation report was due April 15, 2004. The information NLS gathers from these reports appears at the back of *Library Resources for the Blind and Physically Handicapped*. Additional information on Readership and Circulation reports can be found in the *Network Library Manual*, Administrative Procedures, section 9.2.1

	As of October 2003 (10/01/2002 - 09/30/2003)			As of April 2004 (10/01/2003 - 03/31/2004)	
	Readership	Circulation		Readership	Circulation
Library of Michigan	4,292	233,164		4,071	107,405
Washtenaw County	1,326	44,253		1,237	21,144
Upper Peninsula	1,210	26,174		1,167	17,135
Oakland County	2,580	70,073		2,467	33,683
Midwestern	1,074	42,392		1,046	20,421
Kent County	1,451	18,789		1,382	8,986
Grand Traverse	957	27,950		902	11,453
St. Clair STAR	640	21,655		603	13,339
Northland	718	51,970		734	26,874
Muskegon County	875	21,447		808	8,019
Macomb County	1,544	32,585		1,434	12,545
Wayne County	4,253	72,706		3,692	46,117
Downtown Detroit	726	9,084		487	4,669
Totals	21,646	672,242		20,030	330,076

Notes:

Readership includes Individuals and Deposit (Hospitals, Schools, MCFs, etc.)

Circulation includes NLS-provided and Network-provided materials

S. Goals and Objectives (10-01-04 to 09/30/2005)

	Goals and Objectives
Library of Michigan	1. Bring Macomb and Northland LBPH's onto CUL.
Library of Michigan	2. Debut an interactive CUL OPAC.
Library of Michigan	3. Finalize revision of Michigan Network Standards.
	Goals and Objectives
Washtenaw County	1. Plan and Implement Visions 2006.
Washtenaw County	2. Continue to participate with our community partners including Michigan Commission for the Blind, Ann Arbor District Library, U of M Kellogg Eye Center and others as we plan and implement new programs and services.
Washtenaw County	3. Continue to provide ongoing as well as innovative services for our registered consumers.
	Goals and Objectives
Upper Peninsula	1. Migrate Large Print holdings from Dynix to Sirsi and get staff trained to use new Sirsi automated system.
Upper Peninsula	2. Promote LBPD services and increase readership and circulation.
Upper Peninsula	3. Have an Open House to recognize Telephone Pioneers and their years of service.
	Goals and Objectives
Oakland County	1. NLS Orientation for 0.5 Librarian.
Oakland County	2. Establish a Summer Reading program.
Oakland County	3. Establish a Newsletter.
	Goals and Objectives
Mideastern	1. Encourage more participation in the Summer Reading Program.
Mideastern	2. Conduct a Patron Satisfaction Survey.
Mideastern	3. More outreach.

	Goals and Objectives
Kent County	None Listed.
	Goals and Objectives
Grand Traverse	None Listed.
	Goals and Objectives
St. Clair STAR	1. Add Large Print collection to CUL.
St. Clair STAR	2. Refresh S.T.A.R. Web site.
St. Clair STAR	3. Update procedures manual.
	Goals and Objectives
Northland	1. Migrate from READS to CUL.
	Goals and Objectives
Muskegon County	1. Form a district library
	Goals and Objectives
Macomb County	1. Complete a Patron Survey.
Macomb County	2. Hold a Vendor Fair.
Macomb County	3. Migrate from READS to CUL.
	Goals and Objectives
Wayne County	1. Increase staffing levels.
Wayne County	2. Increase funding.

	Goals and Objectives
Downtown Detroit	1. To increase awareness and usage of assistive technology.
Downtown Detroit	2. To collaborate with the Detroit Public Library (DPL) Marketing Department to increase public awareness of LBPH services.
Downtown Detroit	3. To increase juvenile readership.

T. Accomplishments (10-01-03 to 09/30/2004)

	Accomplishments
Library Of Michigan	1. Weeded, shifted and inventoried BR and RC collections.
Library Of Michigan	2. Upgraded CUL server and software.
Library Of Michigan	3. Coordinated the production of the governor's recording of the first Michigan Reads! title.
	Accomplishments
Washtenaw County	1. PR activities including presenting "Doing More with Less" at 12 sites; presenting "Wonderful World of LBPD" to service clubs, retirement centers and libraries; interviews on access television and radio programs.
Washtenaw County	2. Bi-monthly meetings of the "Book Lovers Club" including national recognition in "The Book Club Cook Book: Recipes and Food for Thought from your Book Club's Favorite Books and Authors."
Washtenaw County	3. Visions 2004 on May 19, 2004 resulted in over 50 vendors and 1,100 volunteers and attendees; tours of the C-SPAN School Bus provided to guests; the development of an online and large print resource directory.

	Accomplishments
Upper Peninsula	1. Provided services for: 1,122 Individual Patrons; 19 Libraries; 9 Hospitals; 21 Nursing Homes; 1 Health Camp; 2 Web Braille patrons. Circulated: 23,314 Recorded Cassettes; 3,879 Large Print Books; 34 Descriptive Videos; 1,258 Large Print Newsletters. Handled Cassette Players: 286 Machines received; 284 Machines sent out; 72 Machines Returned to Lansing. Machine Repair: 98 Repaired by Telephone Pioneers; 216 Repaired by staff.
Upper Peninsula	2. Daily Operational Statistics for Fiscal Year 2004: 708 Walk-In Patrons served; 4,354 Patrons served by telephone; 147 New Patrons Added to the service; 422 Reference Queries; 208 Applications sent out; 120 Referrals to Recording For the Blind & Dyslexic; 75 Referrals to Michigan Commission for the Blind.
Upper Peninsula	3. Fiscal Year 2004 was a busy year for the staff at UPLBPH including, Suzanne Dees, Joanne Whitley, Ruth Ruff, Maxine Ball, and Dorothy Dickey. These staff members worked on such tasks as 236 informational packets were assembled for various organizations such as; United Way, Ophthalmologists, Libraries, Activity Directors, etc. 3 Lions Room Demonstrations at Peter White Public Library. Tours of the UPLBPH were given to Marquette Senior High School students interested in Special Education, students from a Northern Michigan University Class who are majoring in Special Education, a Cub Scout Troop, and a Group from Little Brothers/Friends of the Elderly. Volunteer work by Dorothy Dickey was done at a local Elementary School on the topic "Blindness Awareness" and Ruth Ruff presented information at a Northern Michigan University Education class and another to parish nurses. In April we attended The Prime Time/Senior Expo at Marquette, Lakeview Arena. We provided information about the UPLBPH service. The League of Women Voters joined us to make information available for registering to vote in the November election. Over 2500 people came through our booth. In August and September we worked with The League of Women Voters providing information about registering to vote in the November election. In August we visited Escanaba Public Library, Gladstone School/Public Library, West Iron District Library, Copper Country Mall, Negaunee Senior Center, Peter White Public Library, Forsyth Township Public Library. And, two displays were set up at Bayliss Pubic Library. These sessions allowed us to speak with 134 people. In September we wound-down with an evening spent at the Delta County Chili Challenge speaking with 650 people, and the Houghton County Chili Challenge speaking with 50 people. Our finale was a booth at Action Day at Northern Michigan University. This event is a fun and informative conference for persons with disabilities, their families, friends, advocates and professionals in the rehabilitation and medical fields. The League of Women Voters joined us there. We spoke with 360 people who attended this conference.
	Accomplishments
Oakland County	1. Braille workshop.
Oakland County	2. Thirtieth Anniversary Party, Vendor & Services Fair.
Oakland County	3. Installed READS 2 on a brand new server, Eight (8) new Dell PCs and two (2) new printers.

	Accomplishments
Mideastern	1. Started a Book Discussion Group.
Mideastern	2. Received a grant to initiate the Braille Connection Project which will provide Braille transcription.
Mideastern	3. Third Vendor Fair held May 20, 2004.
	Accomplishments
Kent County	None Listed.
	Accomplishments
Grand Traverse	None Listed.
	Accomplishments
St. Clair STAR	1. Twenty-Fifth Anniversary Celebration.
St. Clair STAR	2. Job share - set example for the library and saved a LBPH position.
St. Clair STAR	3. Work plans in place.
	Accomplishments
Northland	1. Took part in both XESS Cycles.
Northland	2. Deleted books - Large Print (LP) and Cassette (RC).
Northland	3. Organized patron database - took out long inactive and deceased patrons.
	Accomplishments
Muskegon County	None Listed

	Accomplishments
Macomb County	1. Created Book Discussion Kits.
Macomb County	2. Established an Adult Summer Reading Program.
Macomb County	3. Obtained new shelving in storage closet for better organization.
	Accomplishments
Wayne County	1. Creation of the Book Discussion Group.
	Accomplishments
Downtown Detroit	1. Tripled assistive technology usage.
Downtown Detroit	2. Increased programming and attendance for programs.
Downtown Detroit	3. Collaborated with Detroit Public Library (DPL) Library on Wheels to increase service and awareness of the availability of Large Print (LP) books through LBPH to qualifying patrons.

U. Concerns & Challenges

	Concerns & Challenges
Library Of Michigan	1. Bringing subregional libraries into a single, Regional catalog/circulation system.
Library Of Michigan	2. Streamlining processes due to FTE cuts.
Library Of Michigan	3. Study how to convert recording studio to digital.
	Concerns & Challenges
Washtenaw County	1. Adequate financial resources to continue operation of this library.
Washtenaw County	2. Continuing support from the Library of Michigan Service for the Blind and Physically Handicapped (SBPH).
Washtenaw County	3. Continue to investigate trends for assistive technology and make appropriate choices.
	Concerns & Challenges
Upper Peninsula	1. Funding.
Upper Peninsula	2. Decline in readership and circulation.
Upper Peninsula	3. Machine repair when Telephone Pioneers retire.
	Concerns & Challenges
Oakland County	1. Part-time Librarian seems insufficient for program.
Oakland County	2. Aging population of Telephone Pioneers (average age is 82).
Oakland County	3. Desire of Library of Michigan to move all subregionals to CUL.

	Concerns & Challenges
Mideastern	1. Budget.
Mideastern	2. Staffing.
Mideastern	3. Space.
	Concerns & Challenges
Kent County	1. Lack of funding to fully staff our LBPH as we'd like to.
	Concerns & Challenges
Grand Traverse	None Listed.
	Concerns & Challenges
St. Clair STAR	1. Funding.
St. Clair STAR	2. Staffing.
St. Clair STAR	3. Outreach.
	Concerns & Challenges
Northland	1. Depend on volunteers to do day-to-day service.
Northland	2. Need more State and/or Federal funding.
	Concerns & Challenges
Muskegon County	1. Funding
Muskegon County	2. Staffing
Muskegon County	3. Space

	Concerns & Challenges
Macomb County	1. Space limitations.
Macomb County	2. Budget - State Aid Funds.
	Concerns & Challenges
Wayne County	1. Space limitations.
	Concerns & Challenges
Downtown Detroit	1. Need Technical support for assistive technology.